

Networking Technician

Role Summary: This is technical work in installation, maintenance and repair of voice, data, and video network systems (and other related network technologies). Work may also involve the installation, configuration, troubleshooting and repair of data circuits, lines, and switches. Technicians resolve network-related work requests, and may perform a review before a project is started or during a project to ensure adherence to technical specifications and/or agency/institutional standards. Specifications are provided to employees for applications/tasks when appropriate. Troubleshooting may be detected and/or performed on-site or through a network monitoring/diagnostic tool(s). Complex network problems are escalated to higher level networking analysts or specialists or vendors for resolution.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.
Customer Service	Develops and maintains strong relationships with customers by listening and understanding the customer and responds to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technology Support	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Teamwork	Actively participates as a member of a team to move toward the completion of goals.
Technical Solutions Development	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Communication	<p>States message in a clear manner using terminology that is easily understood by the customer.</p> <p>Listens to others.</p> <p>Ensures that information gets to the right person within agreed upon time frames.</p> <p>Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).</p>	<p>Clarifies the purpose and importance of the message; presents ideas in a concise and clear manner.</p> <p>Explains policies and procedures using terminology that is easily understood by the customer.</p> <p>Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Provide in-service training to staff on fire alarm system operation and procedures</i> <p>Seeks input, listens and checks for mutual understanding; asks for clarification as needed.</p>	<p>Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener.</p> <p>Uses an effective and approachable style that engages others and builds credibility; persuades and negotiates to build rapport. Adapts style to meet the needs of the audience.</p> <p>Provides rationale when delivering complex or challenging information.</p> <p>Advises and consults with others to ensure accuracy and appropriateness of communications.</p>
Customer Service	<p>Can identify both internal and external customers that receive products or services. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Assist users with hardware, software, and printer issues.</i> <p>Accessible to the customer and provides prompt, attentive service.</p> <p>Listens carefully and checks for understanding of customer needs.</p>	<p>Understands the needs of the customer.</p> <p>Develops relationships/partnerships with customer by responding to needs.</p> <p>Identifies options, develops solutions and takes action when responding to customer needs.</p> <p>Remains accessible to the customer when balancing multiple priorities.</p>	<p>Proactively seeks to determine customer needs and provide satisfaction.</p> <p>Improves service delivery based on customer feedback.</p> <p>Looks for ways to optimize service delivery and meet customer needs.</p> <p>Develops creative solutions to respond to service needs.</p>

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	Demonstrates courteous actions and follows the organization's established protocol for customer service.	Demonstrates a sense of urgency when interacting with customers. Assesses or checks with customer to ensure solution meets need.	
Organizational Awareness	Understands duties and purpose of his/her position. Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit. Understands the basic mission of the organization and work unit. Begins to recognize how work units work together.	Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization. Understands how individual decisions impact the achievement of the organization's goals. Understands the formal as well as informal relationships within the organization.	Considers the impact of work products, outcomes, organizational changes on other parts of the organization Communicates goals, mission and priorities of the organization when interacting with others. Identifies changing organizational needs and adapts service delivery accordingly.
Planning & Organizing	Works independently to complete tasks. Understands objectives and priorities related to activities and tasks. Accomplishes tasks within established timelines. Recognizes and obtains required equipment and/or materials that are needed to do the job.	Works independently with minimal supervision. Assesses project/assignment requirements by breaking them down into manageable tasks. Uses time effectively and accomplishes tasks within established timeframes. Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. <i>Examples:</i>	Leads, plans, and organizes the work of others. Identifies critical activities and tasks needed to complete work. Analyzes problems and seeks solutions; communicates solutions to others. Develops timelines for project or task completion. Allocates appropriate amounts of time for completing own and

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		<ul style="list-style-type: none"> Assist telephone company technicians with repairs and upgrades to phone and voicemail systems Coordinate installation and maintenance of pay telephones with contractors Inquire, discuss, advise, and assist in planning various systems (i.e. cable/satellite tv system, adaptive listening device systems) <p>Responds positively to obstacles and problems. Devises alternative plans to ensure tasks are completed.</p>	<p>others' work; avoids scheduling conflicts.</p> <p>Ensures that required equipment, materials, or training are available for self and others.</p>
Technical Support	<p>Independently resolves routine problems in one specialty area.</p> <p>Troubleshoots problems by probing user for information relevant to problem</p> <p>Performs routine diagnostics on assigned hardware and software.</p> <p>Seeks advanced level support as needed.</p> <p>Describes problems accurately for higher technical support, if necessary.</p> <p>Ability to independently resolve routine problems in one specialty area.</p>	<p>Independently resolves routine and some non-routine problems using standard troubleshooting techniques.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> Troubleshoot and repair digital scales, patient lifts, exit/emergency lights and life equipment, data recorders and monitors (specialized equipment). <p>Gathers and analyzes information to better understand problems.</p> <p>Applies technical understanding to resolution of problems of medium complexity.</p>	<p>Recommends methods of resolving problems to lower level technicians or client representatives.</p> <p>Serves as a key resource in solving problems for other technicians and users.</p> <p>Develops solutions that address the origin of the problem thus eliminating recurrence.</p> <p>Make suggestions for technical modifications to prevent future problems.</p> <p>Understands the root cause of the problem to develop solutions.</p>

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		<p>Spots trends in reoccurring problems and assists in developing solution.</p> <p>Ability to implement solutions of moderate complexity and follow standard operating procedures.</p>	
Teamwork	<p>Demonstrates courtesy and respect when dealing with others.</p> <p>Actively participates and contributes meaningful suggestions for problem resolution.</p> <p>Considers ideas of other team members.</p> <p>Accepts responsibility for actions.</p> <p>Works as a team member by doing own share of work and listening to and acting on expressed needs.</p>	<p>Applies feedback from others to improve own performance.</p> <p>Works to make others successful.</p> <p>Accepts change and works to support changes.</p> <p>Able to constructively resolve conflict</p> <p>Solicits feedback to improve performance.</p> <p>Aware of issues that affect team performance.</p> <p>Coordinates with others to achieve agreed upon outcomes.</p>	<p>Formally or informally mentors and coaches work group.</p> <p>Leads team efforts.</p> <p>Proactively tries to impact issues that affect team performance.</p> <p>Seeks out others, including clients, in creative problem solving.</p> <p>Selects appropriate and best method or format for presenting information either in writing or verbally.</p>
Technical Solutions Development	<p>Able to implement routine solutions of low complexity for customer by following standard operating procedures.</p> <p>Understands the standard technology and systems in place and has the capability of supporting the operation of technology efforts.</p> <p>Understands isolated functions of a network, or the functions of a simple network, to resolve limited</p>	<p>Understands the integration of operating systems and platforms.</p> <p>Understands relationships in data network design.</p> <p>Understand operation of network hardware and software.</p> <p>Understands components of technology (not just base on script) to diagnose routine problems.</p> <p>Implements solutions of medium complexity and follow standard</p>	<p>Understands the configuration of SNA controllers, routers, DSUs, encryptors, and other multi-vendor network equipment.</p> <p>Understands the root cause of the problem and not the symptom to develop solutions.</p> <p>Makes suggestions for technical modifications to prevent future problems</p> <p>Makes decisions on appropriate course of action for unique</p>

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	<p>technical problems/issues. Exhibits basic knowledge of technology principles and terminology.</p> <p>Demonstrates understanding of fundamental standards and is able to apply these in work situations. Requires some technical supervision to complete projects.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Administer voicemail system (Call Pilot 2.0) • Maintain 100+ Fax machines • Maintain cell phone inventory and contract • Maintain voicemail for Nortell Switch • Maintain Spider Body Alarm system buildings consisting of badges, pagers, and devices per building • Maintain fire alarms; maintain 2 miles of aerial telephone cable and 5 miles of buried telephone cable • Maintain emergency phone system (1A2 Key System) with ring-down circuit • New user setup (Novell, email, calendar) • RACF IF Administration 	<p>operating procedures.</p> <p>Demonstrates an understanding of the general principles and practices associated with the work performed.</p> <p>Applies technical knowledge to standard and non-standard tasks.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Fabricate, repair, and/or provide cables for various types of equipment • Check server for space issues. • Perform system updates to workstations • Install new hardware/software • Ensure that backups are done appropriately <p>Analyzes problems and determines a course of action to resolve issues.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Troubleshoot and Repair biomedical equipment • Test, install, troubleshoot, and repair fire alarm systems; patient monitoring systems; and office equipment • Troubleshoot and repair T1 and PRI Circuits 	<p>problems.</p> <p>Demonstrates a thorough and extensive understanding of theories, concepts, and practices.</p> <p>Understands impact of new technologies on current systems.</p> <p>Serves as a technical resource to lower-level technicians and staff.</p>

Minimum Training and Experience:

Graduation from a two-year technical school with a degree in electronics, networking, or a closely related degree. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.